



Donegal
Rape Crisis Centre

DONEGAL SEXUAL ABUSE and RAPE CRISIS CENTRE
CONFIDENTIALITY POLICY.

At Donegal Sexual Abuse and Rape Crisis Centre (**DSARCC**), we gather sensitive information about the people who avail of our service because the nature of the service is to receive such information.

It is therefore critical to the very ethos of the organisation, that this information be treated with the sensitivity, confidentiality and professionalism expected of a competent organisation by those availing of its services.

Our Approach;

The purpose of this policy is to ensure that DSARCC treats all information coming into its possession with the best practice standards. We aim to provide a working environment built on trust and will share information with those who need it in order to do their job, in accordance with the written wishes of the service user and in accordance with legal obligations.

This means that in the course of their employment, employees will have access to information which must remain confidential. The DSARCC will respect the confidentiality of information obtained in the course of our service and not share information about employees or service users to anybody outside the company, except with written permission and a clearly legal cause for doing so.

In return, staff including all board members and volunteers, will maintain confidentiality of all information regarding DSARCC, other employees or service users. It is a breach of this policy to discuss privileged information with anybody outside the company and may lead to disciplinary action up to and including dismissal.

Scope;

This policy sets out the obligations of all staff in relation to confidentiality.

Confidential information could be;

- Personal information relating to previous, existing or prospective service users,
- Personal information relating to employees, applicants or former employees
- Financial information
- Information in relation to security/computer systems
- Operations and statistical information
- Business information
- Commercial information

This list is not exhaustive.

The confidentiality policy applies to all members of the organisation whether voluntary or paid members and applies both during the time with and after leaving the organisation. The employee contract also provides information to the employee on their responsibilities under the confidentiality clause.

You shall not, during your employment with us or any time thereafter;

- a) Disclose any confidential information in relation to our clients to any person or persons (except to those authorised in writing by management or as otherwise required by law)
- b) Use for any purpose or purposes any confidential information acquired by you as a result of your employment with us other than on our behalf.
- c) Divulge, through any failure to exercise all due care and diligence, confidential information of DSARCC, including in particular lists or details of our service users or information relating to our service users or details of numbers thereof or any information of which the company is bound by any obligation of confidence, to a third party.

All notes, documents, records, memoranda and writing made, received or obtained by you on any matters relating to the organisation or affairs of the company, shall be treated as confidential and shall remain the property of the company and will not be disclosed to any third party without the express written permission of the company. They shall be delivered by you to the company immediately upon request.

Policy;

No member of staff can disclose confidential company information obtained in the course of employment, except where the explicit written authorisation is gained from management.

An employee may not use, attempt to use or allow others to use company information in any way that may;

- Be contrary to the interests and policies of the company
- Be in competition with the company
- Bring the company or the name of the company into disrepute
- Compromise the confidentiality the company requires for the provision of its service.

Employees who have access to confidential company information both on hard and soft copy must take all reasonable precautions to ensure that this information is kept confidentially and securely.

Where an employee is in any doubt as to his/her obligations in relation to confidentiality or this policy, he/she should seek clarification from his/her manager.

When leaving our employment, employees may not remove any documents or electronic files belonging to the company and containing company information. Employees leaving the company must be aware that where it is found that an ex-employee has breached this policy, the company may take legal action.

Breach of this policy could lead, following investigation, to disciplinary action up to and including dismissal on the grounds of misconduct or legal action.

Employees are required not to divulge any information which is regarded as confidential by the company or any associated companies or organisations during or after your employment, save in the proper course of your employment or as required by law.

You must return to the company, upon request and in any event upon the termination of your employment, all documents and effects belonging to the company or which contain or refer to any confidential information and which are in your possession or under your control.

Breach of confidentiality may be treated as gross misconduct and may lead to disciplinary action including dismissal or such other further action deemed necessary by the company.

The manager shall be responsible for each member of the organisation reading and acknowledging, in writing, that they have read and understood the contents of this policy.

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